

# Indiana Career Council System Alignment Taskforce

July 15, 2014

# Duties and Responsibilities

- \* Taskforce created by Career Council at June 2014 meeting
- \* By October 1, 2014:
  - \* Conduct analysis and develop recommendations to Governor and General Assembly streamlining the governance structure of Indiana's education, job skills training, and career development system
    - \* Geographic structure of service delivery regions established by state agencies
    - \* Structure and organizational alignment of state agencies

# Duties and Responsibilities

- \* By January 1, 2015 (with full implementation by July 1, 2015)
  - \* Oversee development of inter-agency and inter-organizational policies among DWD, CHE, FSSA, and Ivy Tech for:
    - \* Cost-sharing
    - \* Data-sharing
    - \* Service Integration
      - \* Common Intake
      - \* Case Management/Career Counseling
      - \* Business Outreach/Services
      - \* Education/Training Resources

# Duties and Responsibilities

- \* On-going
  - \* Monitor the development of and enhancements to the Indiana Network of Knowledge

# Rationale for Analysis and Change

- \* Bureaucratic Maze
  - \* Separate processes/staff among agencies and organizations for:
    - \* Customer/client intake
    - \* Advising and counseling
    - \* Business services
    - \* Service tracking
    - \* Outcome/performance management

# The Client Experience - Example

Worker laid off from job



Worker applies for UI using On-Line Tool (Uplink)

- Provides relevant data to system to determine eligibility
- Must register for on-line job search

- Registration/Intake/Service Tracking System x1



Worker registers for on-line job search using DWD's Job Matching System (Indiana Career Connect)

- Provides relevant personal information, including work history, education, skills, and creates/uploads resume

- Registration/Intake/Service Tracking System x2

# The Client Experience

Worker unable to find new job after four weeks  
(required to visit WorkOne office)



Worker provided with intake services at WorkOne  
office

- Provides relevant data to system (TrackOne) to determine eligibility for programs

- Registration/Intake/Service Tracking System x3
- Office visit x1



Worker provided with case management,  
counseling, job matching, basic preparation, and  
referral services

- Integrated service delivery/tracking for WIA, Wagner-Peyser, TAA, and VETS

- Counseling/Advising x1

# The Client Experience

Worker determines that he/she can earn Associate Degree within one year, decides to pursue training, and plans to enroll at Ivy Tech

- Office Visit x2



Worker completes FAFSA and application at Ivy Tech, and receives training voucher from WorkOne

- Provides relevant data to determine eligibility for financial aid – FAFSA sent to USDOE, who calculates eligibility and send information to Ivy Tech and CHE(SFA)

- Office Visit x3
- Registration/Intake/Service Tracking System x4



Worker provided with advising and career counseling by Ivy Tech staff, checks-in regularly with WorkOne case management, and completes weekly UI vouchers online

- Counseling/Advising x2



# The Client Experience

After first semester of classes, worker determines that SFA and WorkOne training vouchers are not enough to support family and is referred to FSSA/DFR for possible TANF eligibility



Worker completes TANF eligibility application on-line

- Provides relevant data to determine eligibility

- Registration/Intake/Service Tracking System x5



Worker assigned case manager at DFR and provided with advising and career counseling

- Still completing regular check-ins with WorkOne, filing weekly UI vouchers online, and regularly meeting with Ivy Tech advisors

- Office Visit x4
- Counseling/Advising x3

# The Client Experience

When nearing graduation, worker discovers that he/she has hearing loss and will need assistance with adaptive equipment for job possibilities

- WorkOne, DFR, and TANF all individually refer him/her to Voc. Rehab/FSSA/BRS



Worker visits Voc Rehab office to determine eligibility

- Provides relevant data to determine eligibility

- Office Visit x5
- Registration/Intake/Service Tracking System x6



Worker assigned case manager at Voc. Rehab and provided with advising, career counseling, job matching, and basic preparation

- Still completing regular check-ins with WorkOne, filing weekly UI vouchers online, and regularly meeting with Ivy Tech and DRF counselors/advisors

- Counseling/Advising x4

# The Client Experience

One month from graduation, worker begins job search

- Receives job search “assistance” from WorkOne, Ivy Tech, DFR, and BRS working individually



Worker finds job with assistance from WorkOne

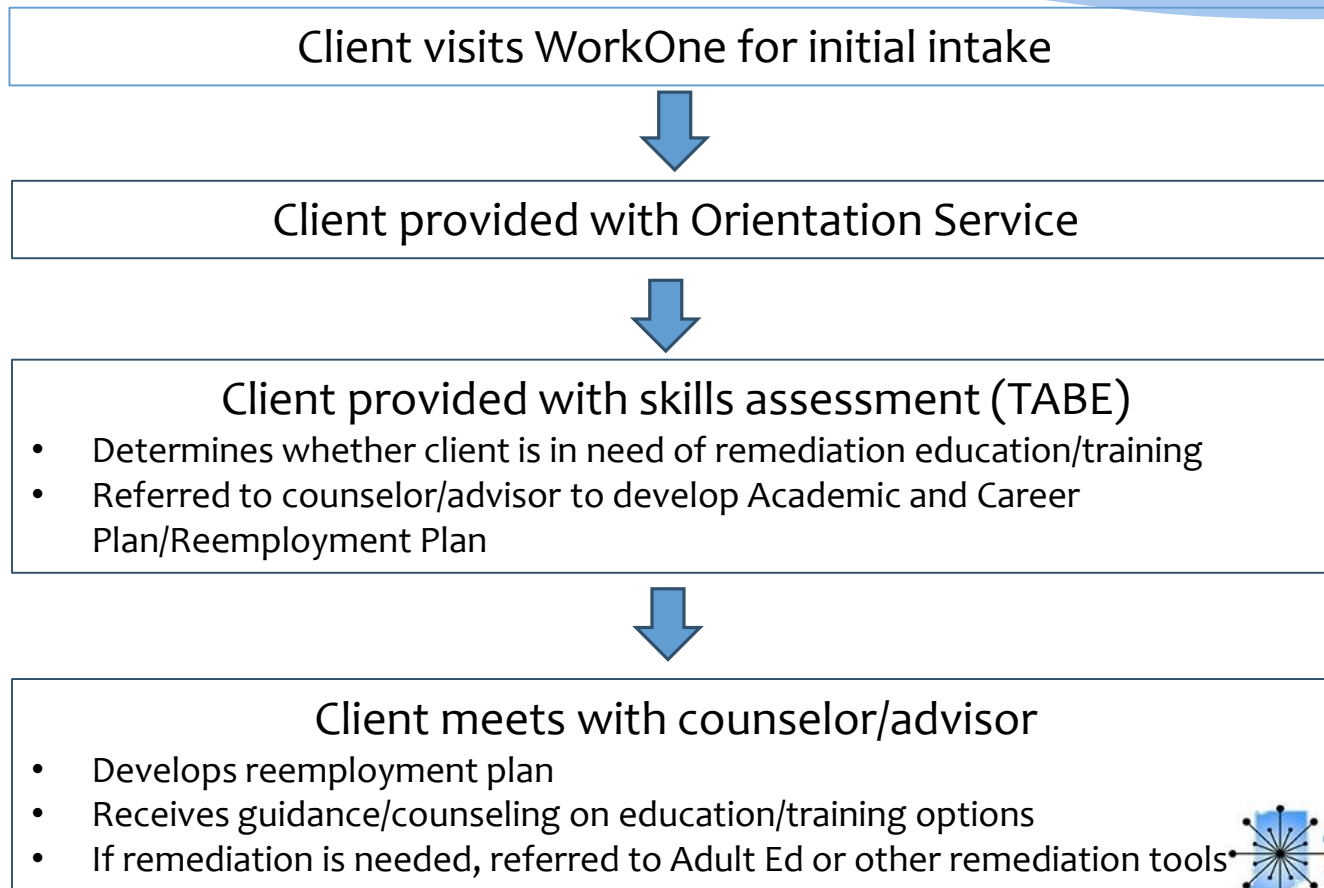
- No notification provided to Ivy Tech, DFR, or BRS



Worker receives regular check-in, follow-up calls from WorkOne, DFR, and BRS case managers for at least six months following job placement

- Separate outcome tracking and reporting for customer:
  - WIA Dislocated Worker
  - WIA Adult
  - Wagner-Peyser
  - Ivy Tech
  - TANF
  - Voc Rehab

# The Client Experience – WorkOne Training Services (example)



# The Client Experience – WorkOne Training Services (example)

## Client meets with counselor/advisor (cont.)

- Encouraged/Required to complete additional WorkOne workshops/services



## WorkOne Staff Determines if Training Expenditure Appropriate

- If so, client contacted and asked to return to office
- If not, client referred for other WorkOne services and/or other organization



## Client returns to office

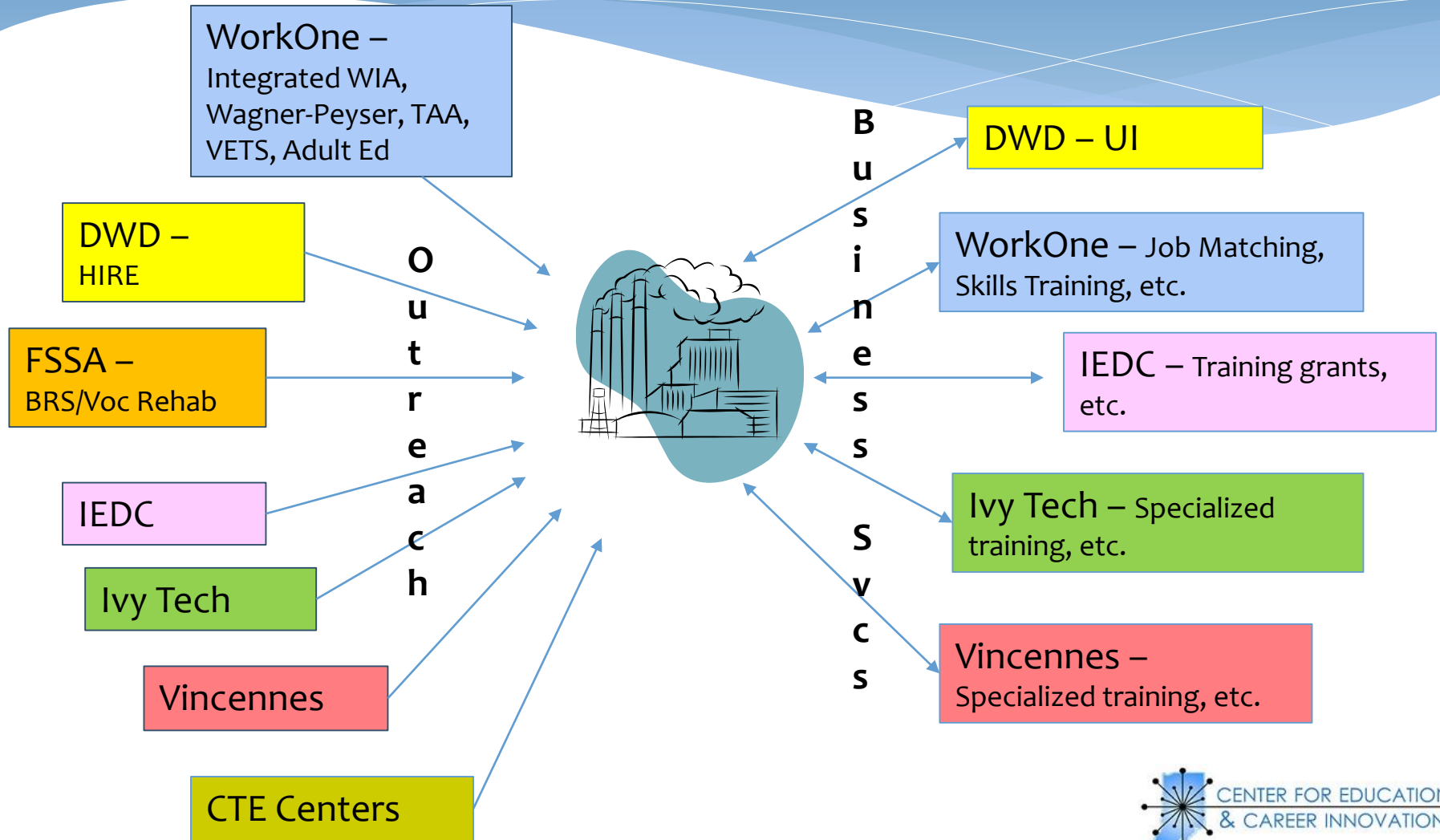
- Receives assistance completing selecting and applying to school/program of choice, completes FAFSA, and is scheduled for drug screen



## If Drug Screen negative, client begins training

- Regularly checks in with WorkOne advisory/counselor throughout
- Assisted with job matching/placement upon completion of training

# The Business Experience - Services



# The Business Experience – Boards and Commissions

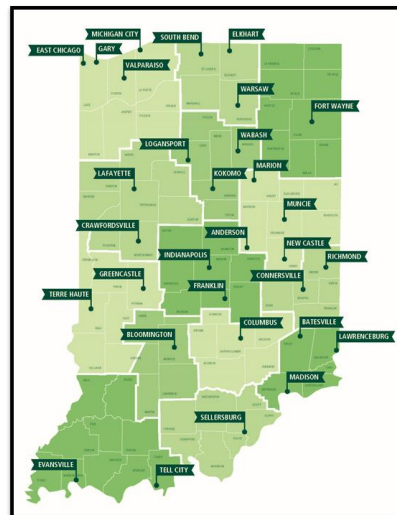
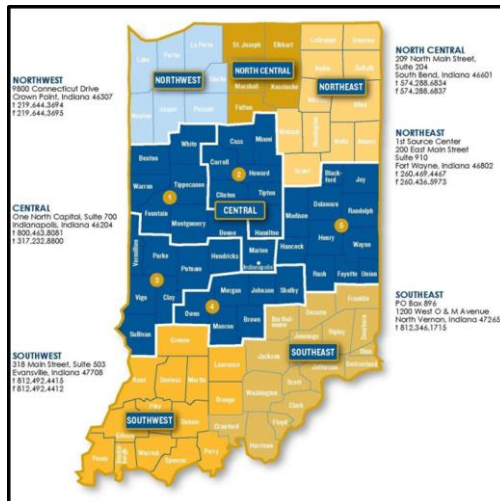
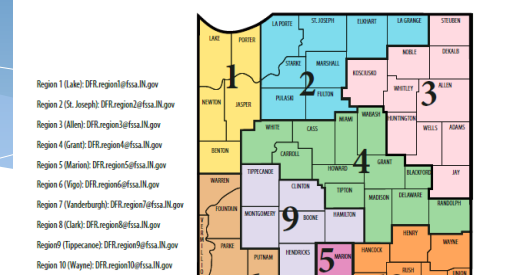
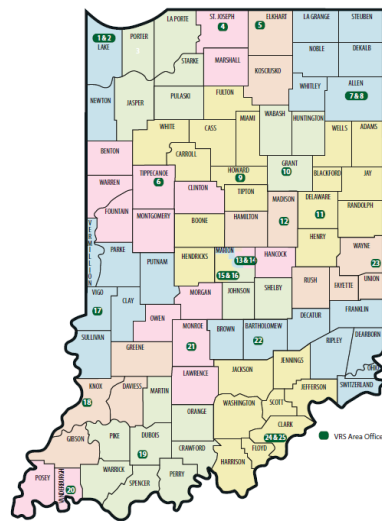
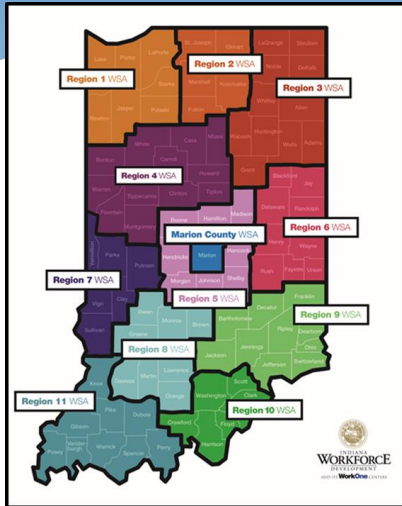
- \* “Opportunities” for Employer Engagement
  - \* Local WIBs
  - \* Regional Works Councils
  - \* Ivy Tech Advisory Councils
  - \* CTE Advisory Groups
  - \* Vincennes Advisory Councils
  - \* Myriad of local/regional economic development forums
  - \* Myriad of local/regional education/training partnerships

# Rationale for Analysis and Change

- \* Inconsistent focus on training and employment outcomes
  - \* 13% of Annual Workforce Investment Act Title I funds are utilized for training
  - \* Less than 1% of TANF recipients engaged in TANF work program
  - \* Negotiation and monitoring of program outcomes done on a program-by-program and agency-by-agency basis
    - \* Little to no evidence of system measurement and accountability
      - \* Focus of agencies/WIBs on “their” programs



# Maps



# Assets and Resources (example)

- \* DWD
  - \* Wagner-Peyser - \$13m
  - \* TAA - \$8m
  - \* VETS – \$3m
  - \* Adult Ed – \$27.5m
  - \* WorkIN – \$2.5m
  - \* Perkins Post-Secondary - \$8m
- \* FSSA
  - \* TANF/IMPACT – \$16m
  - \* Voc Rehab - \$75m
- \* Local WIBs (through DWD/State)
  - \* WIA - \$56m

# Ideal State

- \* Shared Business-Led Governance/Accountability
  - \* Vision, Mission, Strategies
  - \* Outcomes
  - \* Cost-sharing
  - \* Service Delivery Maps
- \* Integrated Service Delivery
  - \* Single point of entry/in-take
  - \* Business services
  - \* Case Management/Advising/Counseling
  - \* Education/Training Coordination
  - \* Supportive Services Coordination
  - \* Service tracking/reporting systems

# Ideal State

## Questions for Taskforce

- \* What does this ideal state look like?
- \* What is the road map from getting to there from here?
- \* What additional resources/information do we need?